

**A STUDY OF TEAM EFFECTIVENESS IN THE POLICE  
DEPARTMENT FOR THE DISTRICT OF KANGAR, PERLIS**

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## **ABSTRAK**

Kerja sepasukan telah memainkan peranan yang penting di dalam struktur organisasi. Keberkesanan kerja berpasukan biasanya dikaitkan dengan peningkatan di dalam produktiviti dan keberkesanan sesebuah organisasi.

Matlamat kajian ini ialah untuk menerokai dan menyelidik perhubungan keberkesanan kerja berpasukan dengan ciri-ciri peribadi, matlamat, motivasi dan faktor organisasi di Ibu Pejabat Polis Daerah Kangar, Perlis. Kajian ini juga bertujuan untuk menentukan serta menerangkan analisis varian di dalam keberkesanan semangat berpasukan. Sampel kajian adalah merangkumi anggota Tugas Am di Ibu Pejabat Polis Daerah Kangar, Perlis.

Hasil kajian menunjukkan bahawa keberkesanan kerja berpasukan keseluruhannya tidak berkaitan secara langsung dengan ciri-ciri peribadi, matlamat motivasi, konflik, komunikasi dan kepimpinan. Bagaimana pun ujian-t membuktikan pemakaian item-item yang telah diguna pakai bagi mengukur pembolehubah-pembolehubah kebanyakannya adalah signifikan walaupun tidak semuanya. Ini disokong pula oleh dapatan Alpha Cronbach bagi kesemua pembolehubah yang membuktikan keupayaan mereka mengukur sebagai boleh diharapkan.

Hasil kajian juga menunjukkan bahawa, keberkesanan kerja berpasukan di dalam organisasi didapati berkesan pada tahap yang rendah. Tahap kepercayaan dan keyakinan, peranan dan tanggungjawab, dan perhubungan akrab atau kerjasama di antara pekerja juga didapati berkesan pada tahap yang rendah. Daripada penemuan ini, adalah dicadangkan supaya pengurusan Ibu Pejabat Polis Daerah Kangar, Perlis perlu menekankan kepada anggota dan pegawai betapa pentingnya keberkesanan kerja sepasukan untuk mencapai matlamat organisasi. Pihak pengurusan juga perlu menitik beratkan pembangunan dan latihan bagi pekerja, disamping mewujudkan situasi kepuasan bekerja agar keberkesanan kerja sepasukan di dalam organisasi dapat ditingkatkan.

## **ABSTRACT**

Teamwork continues to play an increasing important role in the structure of organizations. Team effectiveness has often been associated with substantial improvement in productivity and effectiveness of an organization.

The purpose of this study was to explore and investigate the relationship of team effectiveness with personal characteristics, motivational goals and organizational factors in Ibu Pejabat Polis Daerah Kangar, Perlis. This study also attempted to determine the explanation for the variance in team effectiveness. The sample of this study comprised the general staff of the personnel of Ibu Pejabat Polis Daerah Kangar, Perlis.

The findings revealed that team effectiveness is not significantly related to personal characteristics, motivational goals, role conflicts, communication and leadership factors. However, testing each item used to measure the variables, proved that their inclusion were not misjudged given that, most, if not all, they were found to be significant. This finding and the finding of Cronbach's Alpha, a test of reliability, which produced generally strong Alpha's, it is thought that the disappointing correlational and significance tests were totally unexpected and excusable.

The findings also revealed that, team effectiveness in the organization was found to be fairly effective. The levels of trust and respect, role responsibility and cohesion or cooperation between and among employees of Ibu Pejabat Polis Daerah Kangar, Perlis, were also fairly effective. Team members' commitment was found to be low. From the findings, it is recommended that the management of Ibu Pejabat Polis Daerah Kangar, Perlis should emphasize on the importance of team effectiveness in achieving organizational goals. The management should also emphasize on the development and training of employees to enhance job satisfaction hence improves team effectiveness in the organization.

## **CHAPTER ONE**

### **1 INTRODUCTION**

#### **1.1 The Research Problem**

Team effectiveness is a growing global concern for organizational effectiveness. Yet, a review of literature and research seem to indicate that team effectiveness is more a concept, a theory and aspiration rather than an organizational reality. This present study attempted to address the issue by examining team effectiveness in Police District of Kangar, in Perlis with the hope of generating a profile data of its operationalization in a corporation. In addition, this study shall attempt to generate a framework and a working hypothesis on how best to analyze and investigate team effectiveness.

All organizations are made up of groups of individuals who have to work interdependently. For any organization to be successful, those groups must operate as effective teams. And for any manager, with responsibility over others, to succeed, he or she must be able to lead and manage his or her team effectively (Moxon, 1993). Many

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